

REQUEST FOR PROPOSAL AND BID

for

THE SAMPLE LIBRARY

*10 West Main Street
Anywhere, KY 44444
(270)222-2222*

INTEGRATED ON-LINE AUTOMATION SYSTEM AND PUBLIC ACCESS CATALOG

July 30, 2005

Introduction

This document is a Request for Proposal (RFP) from vendors for an integrated web-based library system for the Sample Library system. By means of this Request, the library invites vendors to submit bids concerning the sale, installation and maintenance of software and hardware, as well as training and ongoing services for a system that will include cataloging/bibliographic control, public access, circulation, and report generation.

The overall objectives of the library in this automation program are to:

- A. provide the library with a cost-effective and affordable automated library system that will provide:
 - 1. a real-time bibliographic control function including authority control for all library materials;
 - 2. a public access catalog (OPAC) function;
 - 3. a real-time circulation control function;
 - 4. a system capable of generating standard library reports
 - B. increase staff productivity and provide for timely operations;
 - C. use and manage library collections better;
 - D. improve user services;
 - E. facilitate the sharing of library resources with other libraries
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1. Vendor Qualifications

- A. Vendor must have operational library system software of the version proposed at a minimum of five public library sites. Include a list of the most recent customers.
- B. Vendor must include a description of itself, including information on its history, organization and financial stability.
- C. The Bidder shall provide a sample timeline, including all stages of the project, and the responsibilities of the parties involved.
- D. Vendor must provide for an ongoing support system, including a commitment to future enhancements. Include information on customer service methods and user groups.

Items in this section may not be modified, substituted or omitted.

I. System Requirements

A. General Description

- 1. The system must fully integrate cataloging, circulation, and public access, with a full MARC database.
- 2. The system must be capable of supporting at least twenty five (25) local and remote access stations without replacing the server. Mass storage devices, memory, terminal controllers, etc. may be added to the existing processor to achieve this goal.

3. The system must be modular in design so components can be purchased separately in a phased approach, if warranted.
4. LAN communications will be by recognized LAN software.
5. The software must support Windows operating system.
8. The system must be designed for ease of use by non-technical personnel and patrons.
9. The system must support standard barcode readers (scanners).
10. The system must utilize industry standard barcode labels.
11. The system will provide for remote access through telecommunications connections.
12. The system will provide sophisticated searching capabilities in all modules – explain on a separate sheet.
13. The vendor will provide benchmark results indicating the response time for a search of at least 30,000 full MARC records using a Pentium PC with a hard drive of the size and speed specified in the vendor's proposal. Please specify response time for the following:
 - A)using a barcode number for scanning in the circulation module.
 - B)using a two word Boolean search in the standard OPAC module.
 - C)using an ISBN to search in the catalog module
14. The software includes a menu-driven report generator (explain report capabilities and provide samples).
15. The system can accommodate at least 45,000 materials and 15,000 patrons.
16. The system offers appropriate password or other security for different functions.
17. The vendor will incorporate as much existing computer equipment and network components into the OPAC system as possible. Vendors shall provide exact specifications for any additional equipment needed, including (but not limited to) servers, routers, network adapters, etc.

II. Additional specifications

1. All modules of the System shall be fully integrated, using a single bibliographic database (masterfile) for all operations. The system shall eliminate the need for library staff to rekey data for new items cataloged in the item or bibliographic record (for PAC or circulation).
2. The System shall provide a means to communicate local information to the public via an on-screen bulletin board. This message display shall be created or modified by the library staff.
3. All Modules of the system shall be accessible from any workstation. That is, an authorized operator must be able to access technical services from a checkout workstation and vice versa. However, a patron using the public access catalog must not be able to exit the PAC and get into circulation or technical services.

4. A bookmobile module will be provided. Exact capabilities and specifications of this module must be submitted with the bid document.
5. The successful Bidder shall insure the survivability of the library's database to guard against the loss of the database.

IV. The Library will assume responsibility for limited preparation of the site to receive installation of necessary equipment. This preparation is limited to the provision of adequate electrical outlets and wiring, telephone lines, and any necessary physical adaptations of the site. The successful bidder will supply the Library with all necessary requirements for successful operation of the system. The library will provide for all category 5 LAN wiring (or higher) and installation in the library.

Any variations from specifications or omissions in sections I to IV must be fully explained and may be reason for rejection of bid.

Public-Access Catalog

General Features

<u>Yes</u>	<u>No</u>	<u>In Development</u>	
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_____	_____	_____	The system allows users to search the collection by using both key word and key phrase elements.
_____	_____	_____	The program has fill-in-the blank type screens for patron convenience
_____	_____	_____	The system provides search specific help screens and messages to assist the patron.
_____	_____	_____	The system allows implicit Boolean searching on key words. The system also allows users to use and , or , and not Boolean logic operators both inside the same index and across indexes.
_____	_____	_____	The system displays commonly used commands to prompt the patron with alternatives for proceeding through the search in progress.
_____	_____	_____	The system displays the actual count of materials that match search criteria.
_____	_____	_____	The system shows the current count on matches and the status of the search (whether the system is still searching or the search is completed).
_____	_____	_____	The system shall contain functions required to locally create and update bibliographic records. This update function must incorporate all modules of the system (cataloging, circulation, public access). Item records for circulation public access). Item records for circulation must

be created, with appropriate material class, as part of the update process.

The system shall offer a facility for creating an on-screen bulletin board. The Library shall be able to include any information it deems desirable and make changes in content at any time.

The system shall provide a guard against screen "burn-in" by resetting to a predetermined pattern after a specified period of inactivity.

Search Features

The program can generate a search to include an author, call number, joint author, or user-defined index from the following fields in any combination of three: Title, Author, Call Number, ISBN/LCCN, Material types, Copyright date, User-defined field, Fund, Location or Publisher.

The program can search by key word(s) , key phrases(s), authors, call numbers, and a user-defined index.

The program displays the closest match when an author, call number or user-defined index is misspelled.

The system normalizes searches and removes punctuation, disregards spacing, and ignores the use of upper and lower case letters and special characters such as diacritics for key word searches.

The system gives the patron the ability to terminate unreasonable searches.

The system permits browsing through the title, name, and subject indexes by allowing users to enter the best available form of search arguments and then display the index entries in alphabetical order which precede and follow the search criteria.

The system allows browsing through the call number index by letting users enter as much of the call number as desired and then displaying the index entries in call number order.

The system provides library-specified messages for informing the user of related terms ("See" and "See also").

The system returns promptly and directly to the beginning of the search process when requested or upon completion of a search.

The system allows patrons to move both forward and backward from a specific point in all searches to review the search displays.

The system supports a minimum of three levels of bibliographic record display:

a)Brief display including the author, title, call number.

b)Full display including author, title, edition, publication distribution,

call number, location, circulation status, subjects and added entries
c)AACR2 designed main entry card form.

The system displays brief records when the search results in more than one record retrieved.

The system displays how many records will be retrieved for key word, subject, name-title searches and any other searches where multiple records are retrieved for one index entry.

After initiating the search, the first display shows the call number, title, author, material type and status with no additional keystrokes.

The system documentation shall provide a list of words not searched by the PAC (stoplist). The following words should be included.

a	an
and	as
at	by
das	dem
den	der
des	ein
eine	et
in	la
le	les
no	of
on	the
to	

Display Features

The system indicates the status of materials as In or Out of Library Reserved or Lost. This information is available on the first accessed screen.

The system can display records in the traditional card catalog format as an option.

The system indicates the status of materials as In or Out of Library, Reserved or Lost. This information is available on the first accessed screen.

The system can display records in the traditional card catalog format as an option.

The system can display records with tags for specific fields (for instance, author, title, etc.) as an option.

The system lets the user print the results of the search at a printer attached to the search terminals in screen display or bibliographic format. (The system also lets the user sort this list of the search results in call number order.)

_____	_____	_____	The bibliographic record must be viewable on the screen in five (5) record displays. The available display formats should be:
			*MARC
			*ILL
			*Reference desk
			*Public access
			*Brief

Circulation Requirement

General

_____	_____	_____	The system accommodates a minimum of 50,000 patron records.
_____	_____	_____	The system performs the following functions:
			*displays on screen the due date for each material
			*checks for a global due date
			*flags a material if it has a zero loan period and no checkout is allowed
_____	_____	_____	*flags a material if it is already checked out to another patron at the time of the attempted transition
			*flags a material if it is on reserve for another patron
			*flags a material if it has a status of "lost"
			*flags a patron with overdue items when the patron attempts to check out materials
			*flags a patron with fines if the patron attempts to check out materials
			*flags a patron that is exceeding the established checkout limit
			*flags a patron if the patron has the privilege of setting the due date
_____	_____	_____	The system increments counters for circulation total, to-date usage, today's total, patron type per month, material type per month, patron specific usage, and material specific usage.
_____	_____	_____	The system displays circulation status information in the public access catalog without revealing the identity of patrons (charge, renewal, holds, etc.).
_____	_____	_____	The system allows a material lookup by simply typing in a partial or or complete title, author, call number, or subject.
_____	_____	_____	The system allows a patron look up by simply typing a partial or complete patron name or patron number.
_____	_____	_____	The system shall allow for the creation of a temporary item record to facilitate circulation of materials that have not yet been cataloged.
_____	_____	_____	If a patron attempts to check out an item that has not been checked in by the previous patron, the system must automatically check that item in and check the item out to the new patron. This should not require any special action by

by the authorized operator.

_____	_____	_____	The system shall be able to search the following indexes:
			author
			title
			subject
			keyword
			ISBN/ISSN
			LCCN
			contents note (505)
			annotation (520)
			classification number
			publication date
			language
			material type

Reserves

_____	_____	_____	The system checks for author-title matches on holds to ensure that multiple title reserves are available for the next patron on the reserve list.
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The system provides a component for reserving materials, which performs the following functions:

_____	_____	_____	*Allows for the entry, modification, and deletion of items for materials on reserve
_____	_____	_____	*allows for variable loan periods
_____	_____	_____	*performs circulation of reserve materials using the regular circulation system as described above
_____	_____	_____	*reverts items placed on reserve to their original locations once they are taken off reserve
_____	_____	_____	*The system displays a reserve list of materials for each patron.
_____	_____	_____	*The system displays a reserve list of patrons for each material.
_____	_____	_____	The system allows holds to be placed on all items in the circulating collections
_____	_____	_____	The system allows at least 10 hold requests on a single item.
_____	_____	_____	The system allows holds to be placed at the title level.
_____	_____	_____	The system prints a list of the hold queue for any item upon request.

_____ The system allows authorized staff to manually override all hold/recall processing.

_____ The system prepares and prints recall notices to patrons stating that items on hold are available. The notices include name and address in a mailing format.

Fines

_____ The system calculates and records overdue fines and fees for lost and damaged items.

_____ The system stores, retrieves, and displays a patron's current fine and fee record, using either patron ID number or patron name as a search key.

_____ The system maintains system based financial records for overdue, damaged, and lost items including the following as a minimum:
a)patron identification (including ID number, address, patron name)
b)amount of fines and fees owed
c)item data (including ID number, call number, author, short title)

_____ The system allows modifications of fine records by authorized staff members and allows deletion and negotiation of fines by authorized staff members.

_____ The system allows fines to be paid in full or in part.

_____ The system allows fine and fee schedules to be modified without modification of the software. The system allows specification of different fines for different classes of patrons and for different types of materials. The system allows for specification of a fine schedule that levies no fines or fees for certain types of materials or classes of patrons.

_____ The system prints out on demand a list, arranged by patron name or patron ID, of patrons with outstanding fines or fees.

_____ The fine notices include the following data:
a)patron name, patron ID number, and address
b)a list of items for which fines or fees are due, including item ID, call number, author, and short title
c)amount of fines or fees on each item
d)total amount of fines
e)date the fine and fee notice was prepared
The fine notices also include name and address in a mailing format.

_____ Fine and fee notices are automatically generated.

_____ The system calculates fines at the time of discharge or renewal according to loan period, date of discharge, patron class, and specified fine for the type of material.

_____	_____	_____	The system allows input of library calculated item replacement and processing of fees.
_____	_____	_____	The system prints a list, in call number order, of lost items for staff use in searching shelves, inputting replacement, and processing fees (including call number, item ID, short author, and title).
_____	_____	_____	The system permits authorized staff to tag items as “lost” at any time.

Overdues

_____	_____	_____	The system prints a list of patrons by patron name or patron ID number for a library specified number of overdues.
_____	_____	_____	Overdue notices include the following data: a)patron ID number, name, and address b)item number, call number, author, and short title of overdue materials c)date due of overdue materials d)the date the overdue notice was prepared which includes name and address in a mailing format
_____	_____	_____	The system prints overdue notices easily and quickly.
_____	_____	_____	The system can limit overdue notices to the number of days items are overdue.
_____	_____	_____	The system can recalculate totals according to selected actions.

Checkouts

_____	_____	_____	The system links a unique item record with a unique patron record for each charge transaction and stores the transaction in a circulation file.
_____	_____	_____	The system alerts the operator when charge transactions are completed successfully.
_____	_____	_____	The system checks patron status and signals exceptional conditions such as excessive number of books charged, excessive fines, expired patron IDs, and excessive items claimed to be returned.
_____	_____	_____	The system alerts the operator when charge transactions are blocked. (The vendor will specify the method of alerting the operator.)
_____	_____	_____	The system permits overrides of blocked transactions by authorized staff.
_____	_____	_____	The system provides a method of optical scanning of unique identifiers affixed to each patron ID and material.
_____	_____	_____	The system checks the item status and signals extraordinary conditions such as holds, reserve, non-circulating, reference, lost, etc. (The vendor will specify their method of alerting the operator.)
_____	_____	_____	The system calculates loan periods and due dates according to the following: a)type of material

- b)patron status or type
- c)library service hours allowing for holidays
- d)expiration date on patron records

_____	_____	_____	The system permits charges to library units, collection, academic departments, and other libraries (binding, reserves, consortium members).
_____	_____	_____	The system displays the due date on the charge terminal screen.
_____	_____	_____	The system allows multiple items to be checked out on a single read of a patron ID by an optical scanning device.
_____	_____	_____	The system allows circulation of materials which have not been previously coded. The vendor will specify method of coding these items.
_____	_____	_____	The system shall provide a fully integrated interlibrary loan subsystem at no additional cost.
_____	_____	_____	The interlibrary loan subsystem shall use ALA approved ILL forms.
_____	_____	_____	The system shall provide for both printed forms and the ability to download records for electronic transmission of ILL requests.

Check in Function

_____	_____	_____	The system removes items from patron records and removes them from the circulation file upon check-in, unless a fine or fee is to be assessed.
_____	_____	_____	The system permits check-in-either by scanning an item bar-code or keyboarding the bar-code or by any other system approved method of displaying the transaction. The vendor will specify the method(s) used.
_____	_____	_____	The system signals the operator if an item being discharged is owned by another library.
_____	_____	_____	The system checks for hold, blocks, or extraordinary conditions on item records and prompts for appropriate processing.
_____	_____	_____	The system determines if an item being checked-in-is overdue.
_____	_____	_____	The system calculates any fine, displays the patron's account, and automatically adjusts the account for items determined overdue.
_____	_____	_____	The system permits check-in of materials at terminals other than the one originating the check-in transaction.

Renewals

_____	_____	_____	The system calculates and displays the new due-date for renewals.
_____	_____	_____	The system permits authorized staff to perform renewals and patron record display even if the item and/or patron are remote (by phone).

_____	_____	_____	The system checks the circulation record for holds on items being renewed and blocks renewal if holds are found.
_____	_____	_____	The system checks the patrons record for exceptions (for example, fines) during the renewal transactions.
_____	_____	_____	The system checks overdue status and calculates and displays any fine(s).

Blocks

_____	_____	_____	The system automatically blocks privileges for patrons under the following circumstances: a)those who have overdue items b)those who are exceeding their checkout limit c)those who have fines or fees d)those who have overdue reserve items
_____	_____	_____	The system allows authorized staff to place blocks against patron records.
_____	_____	_____	The system allows authorized staff to remove blocks against patron records.

Patron Control

_____	_____	_____	The system provides for patron records.
_____	_____	_____	The system allows for the option to view a specified number of circulation transactions. The record of transactions should include: a)material titles and bar-code numbers b)date and times of checkouts and checkins c)dates and times due d)patrons' names and numbers associated with the transactions The library must have the option of turning this function on or off.
_____	_____	_____	Patron records include the following data as a minimum: a)patron identification number b)address: street, city, state and zip code d)phone number, including area code e)patron's status f)expiration date of authorization to borrow g)borrower classification h)place of work
_____	_____	_____	The system allows for retrieval and display of patron records by: a)patron name b)patron identification number c)barcode number of borrowed items
_____	_____	_____	The system provides for the manual keyboarding of individual patron records into the patron file.
_____	_____	_____	System based modification of patron records is possible.

_____	_____	_____	The system accommodates the batch loading of patron records from data supplied from another database. (The vendor will specify interface capabilities.)
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Statistical reports

_____	_____	_____	The system provides system based statistical reports.
_____	_____	_____	The system provides statistical reports for circulation activities by various patron categories on a monthly and yearly basis. The vendor will specify number or types of categories available.
_____	_____	_____	The system provides statistical reports for circulation activities on a daily basis.
_____	_____	_____	The system provides statistics for daily, monthly, and annual check-ins, checkouts, and renewals.
_____	_____	_____	The system reports the number of patrons by type.
_____	_____	_____	The system provides statistics for the number of charges by classification numbers, grouped by library-specified categories.
_____	_____	_____	The system provides statistics for the number of charges by classification numbers, grouped by patron type.
_____	_____	_____	The system prints the following statistical reports: a)number of materials by type b)number of patrons by type c)usage per month by material type d)usage per month by patron type e)total checkouts to date f)total fines paid to date g)number of materials by publisher h)number of materials by call number groups
_____	_____	_____	The system must be able to suppress the titles on all circulation lists if the privacy option is set.

System reports and notices

_____	_____	_____	The system condenses all lists to accommodate 80 column paper
_____	_____	_____	The system indexes materials with usage list by bar-code, title, author, call number, or user-defined index.
_____	_____	_____	The system indexes patrons with usage list by bar-code, name, or user defined index.
_____	_____	_____	The system generates data for the following reports:

- a)patrons with expired cards
- b)deleted patron bar-code numbers
- c)patron records with messages
- d)material records with messages

_____	_____	_____	The system generates circulation reports
_____	_____	_____	The system generates standard postcards, or standard forms.
_____	_____	_____	A form centering routine is standard.
_____	_____	_____	The system allows for individual or batch printing.
_____	_____	_____	The system allows for selecting overdue, fine, reserve, or any combination for one printing.
_____	_____	_____	The system provides a print-out of a range of item/copy records in call number order and by format of collection, including short author-title information.
_____	_____	_____	The system can export in OCLC/MARC format all bibliographic records in the database.
_____	_____	_____	The system can export, in USMARC Authorities Format, all authority records in the database.
_____	_____	_____	The system generates a bar-code for items as they are entered into the system.
_____	_____	_____	The system provides a print-out of item/copy records by subject headings, including short author, title, and call number-copyright date information.
_____	_____	_____	The system is able to produce library circulation information reports to patrons after a circulation transaction.
_____	_____	_____	The reports include fine notices, fine receipts and circulation receipts.
_____	_____	_____	The system reads specified digit bar-codes for materials.
_____	_____	_____	The contractor provides software necessary to produce industry standard digit bar-code labels for materials.

Inventory

_____	_____	_____	The inventory function must be included in the circulation module.
_____	_____	_____	The system must allow bar-codes to be entered from barwand, keyboard, disk, or portable-must have the ability for inventory to be completed while and catalog functions are active.

Circulation

_____ The system must have the ability to perform a partial or complete inventory.

MARC edit functions

_____ The system must utilize USMARC.

_____ The system must give the user the option of entering data on an easy, fill-in-blank screen or a complete unlimited entry on a full screen.

_____ The system must allow all records in the database to be edited, with each field accessible.

_____ The system must be able to add and delete full MARC records.

Technical Services

Bibliographic Records

_____ A single bibliographic file shall be share by all modules.

_____ The system must import and export bibliographic records in the full MARC communication format.

_____ The export function will be able to sort bibliographic records chronologically by date of input and by last used date from any point to any point in the chronology, and subsequently output them in full MARC communication format.

_____ Capacity shall be provided for storage of full OCLC MARC records without limit to the record length, including tags and the necessary indices.

_____ Local bibliographic data such as local call numbers must be preserved.

_____ The system must allow the linking of multiple item/copy records to a single bibliographic record.

Bibliographic Record Maintenance

_____ The system shall support local cataloging.

_____ The system must provide a default workform for each MARC format with MARC tags as defined by the institution for authorized library staff to manually key new bibliographic records into the database for each MARC format utilized.

_____ The system must permit the system based manual modification of all fields in bibliographic records in the database by authorized staff only.

_____ The system must permit system based manual deletion of specific bibliographic

records from the database by authorized personnel only. The system must also provide for these records to continue to reside in the system but masked from all other users' view.

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|-------|-------|-------|---|
| _____ | _____ | _____ | The system shall not permit a bibliographic record to be deleted if any copy/item records remain attached to it. |
| _____ | _____ | _____ | The system shall generate and file all appropriate index entries for each bibliographic record upon transfer and the record will automatically appear in all of the other subsystems at the time of transfer. |
| _____ | _____ | _____ | The system must permit full screen editing of MARC bibliographic records. |
| _____ | _____ | _____ | The system shall automatically validate any fields, subfield codes, and tags; it shall alert the operator to input errors. |
| _____ | _____ | _____ | The system shall be able to update the status of an item based on manual input (e.g.) declaring an item missing, lost, withdrawn). |
| _____ | _____ | _____ | The system shall lock records during updating to prevent unintentional simultaneous updating of the same record. |
| _____ | _____ | _____ | Any changes to a bibliographic record shall be reflected immediately in all associated records in other fields. |
| _____ | _____ | _____ | The system shall permit modification of any field in any bibliographic record or copy/item record in the database without the rekeying of the unchanged parts of the record or field. |
| _____ | _____ | _____ | When updating a record, staff shall be able to view indexes and other records in the database by simple typed commands and return to the same point to continue updating. |

Item/Copy Records

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|-------|-------|-------|---|
| _____ | _____ | _____ | Copy/item records shall include the following elements: <ul style="list-style-type: none">a. Bar code numberb. Location (collection level)c. Call numberd. Copy/volume numbere. Item specific notesf. Link to associated bibliographic recordg. Status/availability |
| _____ | _____ | _____ | The system must provide a system based item/copy record that distinguishes each physical item. |
| _____ | _____ | _____ | Copies of identical bibliographic titles must be linked to the same bibliographic record. |
| _____ | _____ | _____ | The system must provide capability to add, modify, and delete item/copy records system based. Such actions will be reflected in real time. |

_____ Authorized personnel must be able to change a classification number in an item without changing the bar code.

Authority Records

_____ The system must support an authority control subsystem to assist in maintaining control over the form of personal, corporate, and conference names, topical and geographical subjects, series and uniform titles.

_____ Authorized headings and entries shall have records that include:

- a. Source of authority
- b. Date authorized or first used
- c. Date of last revision
- d. Related “see,” “see also,” and “see also from” reference
- e. Number of bibliographic records that are attached to that heading

_____ Identification of the library that entered that authority record.

_____ The system shall be capable of outputting the authority files in full MARC format.

_____ The system must include an interactive control system for the purpose of establishing a single authorized form of a heading.

_____ The system must allow each record in the authority control file to be linked to each occurrence of headings in the database.

_____ The system must support authority records in full MARC format and allow real time access to all newly entered or modified records.

_____ The system shall record the source of each authorized heading or entry.

_____ The system must allow for the construction and maintenance of cross-references to include “See” “See also,” and “See also from” references.

_____ The system must provide for the masking of blind references.

_____ The system shall allow the addition, modification or deletion of authorized headings or entries.

_____ The system must provide a global search and replace ability for modifying headings in a system based, interactive manner.

_____ When MARC bibliographic records are imported or newly created within the database, they will be passed against the authority files. If no matching authority record is resident in the file, a report will be generated by the system. This report will be available for staff at the beginning of the next work day at which time they may either import or create the necessary authority records.

_____ The successful Bidder shall be able to supply, at the Library's request, a copy of the Library's database on magnetic tape or other format.

Training, Technical Assistance, and Maintenance

_____ The cost for maintenance support must be specified as a separate item in the cost proposal.

_____ The contractor will arrange for in-person training for the users of the system at least two day duration. The training will be at a sufficient level that the trainees will be familiar in the use of the software at the end of the training period. Additional training will be provided as needed upon the user's request. The cost for such training will be specified as a separate item in the cost proposal. At least three library representatives from each branch or location shall be able to attend this _____ training at no additional cost.

_____ The contractor will provide an installation guide.

_____ The contractor will provide technical assistance over the telephone within a two hour period after inquiry except at night, weekends, or on legal holidays. In such cases technical assistance shall be provided no later than the next working day.

_____ The contractor will address all problems immediately and will provide continued technical support until all problems are solved. The cost for technical support will be specified as a separate item in the cost proposal.

_____ The contractor will provide software maintenance support to include all software updates, program temporary fixes, and permanent fixes.

_____ The maintenance contract will be renewable annually at the option of the institution. The contractor will provide maintenance of the software for a minimum of one year from the date of acceptance. The cost for maintenance support is specified as a separate item in the cost proposal.

_____ The contractor will supply all software releases including modifications, enhancements, corrections, updates, or other revisions and supporting documentation to the technical institute as long as the contractor is under contract to provide maintenance support.

Other

_____ The contractor can show that the proposed system has been previously installed and operated successfully at five other sites at least. The contractor will
supply the names, addresses, and telephone numbers of these sites.

_____ The contractor will supply a user's manual with the system.

ITEMS IN THE FOREGOING CATEGORIES MAY BE MODIFIED - BIDDER MUST SPECIFY THE TYPE AND EXTENT OF MODIFICATION - EXCESSIVE DIVERGENCE MAY BE GROUNDS FOR BID REJECTION.

If any bidder contemplating submitting a proposal under this solicitation is in doubt as the true meaning of the specifications, the bidder must submit a written request for clarification to the library no later than five days prior to the bid opening date. Answers to all questions submitted will be supplied in writing to all bidders receiving this document.

As the library is a tax exempt institution, taxes should not be included in the bid quote.

All bid proposals must be typed or legibly printed in ink. Bid proposals must contain the manual signature of an authorized agent of the bidder. If the bid is unsigned by an agent of the bidder, the bid shall be considered void.

The bid should be submitted in a sealed envelope or package addressed to the library. The bidder shall include its name and address on the outside of the envelope. The words "BID DOCUMENT" should appear on the outside of the envelope.

Facsimile documents are not accepted.

Modification of bid proposals are only accepted if received on bidder letterhead before the bid opening date. Modifications must be specific as to the sections modified and the exact modifications.

Withdrawal of bids must be made before the bid opening date and must be made in writing on the company letterhead.

Contract award will be based on the bidder responses to the specifications outlined in this document staff evaluation of the systems utility and usability.

Deficiencies in work to be corrected by bidder: The successful Bidder shall promptly correct all deficiencies and/or defects in any work that fails to conform to the Contract Documents (including the specifications set forth in this document). All corrections shall be made within thirty (30) calendar days after such rejected defects, deficiencies, and/or non-conformance's are reported in writing to the Bidder by the Library's Project Manager. The Bidder shall bear all costs of correcting such rejected work.

Submission of a bid or proposal shall signify the acceptance of all terms and conditions contained herein on the part of the party placing the bid.

Notice:

Sealed bids, subject to the conditions stated herein, will be received until 2:00 p.m., July 30, 2005, at the main office of the Sample Library, 10 West Main Street, Anywhere KY 44444. Bids not physically received by this time may be rejected and returned unopened to the bidder. All bids must contain an original signature from an authorized agent of the submitting party, therefore fax or other electronic submittals shall not be accepted. Bids will be opened at the above date and time, in the library meeting room. Bids will be awarded within three weeks of the bid opening and the successful bidder will be notified upon award.

All bids must be valid for a period of *ninety* days from the bid deadline, and must include a guaranteed project completion date.

The Sample Library reserves the right to accept the *lowest and best bid*, or to *reject any and all bids*.